

Application no. 09/587,236
Amendment dated: June 10, 2005
Reply to office action dated: March 10, 2005

Amendments to the Claims

Please amend claims 1, 9, 14, 21, 23 and 30 as shown below.

Listing of Claims

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently amended) A system for monitoring usage of an electronic device comprising:

a client component installed in a client device, said client component including a profile builder to generate a monitoring profile using a profile database, said client component being operative to monitor usage of said client device in accordance with the monitoring profile and to generate corresponding usage ~~data~~ data during usage of said client device; and

a server component including the profile database, the server component being installed on a server device in communication with said client device, ~~for providing said monitoring profile to said client device and~~ for receiving said usage data from said client device during usage of said client device, the server component constructing an in-memory model of said usage of said client device while the usage continues, the server component further storing said usage data in a relational data store;

wherein said monitoring profile includes information specifying which application programs, and which features of said application programs, installed on said client device are to be monitored by said client component.

2. (Original) The system of claim 1 further including a data management component disposed to store said monitoring profile and to store said usage data provided to said server device.

3. (Cancelled)

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4. (Previously Presented) The system of claim 1 further including a profile management component for creating said monitoring profile, said monitoring profile including a plurality of application profiles each associated with one of said application programs.

5. (Original) The system of claim 1 further including a data analysis component for, based upon said usage data, determining usage statistics associated with application programs installed on said client device, wherein said usage statistics include measurements of usage time, number of uses, and sequence of usage of specified one of said application programs.

6. (Original) The system of claim 1 further including a profile management component for creating and editing said monitoring profile, said monitoring profile specifying which application programs installed on said client device are to be monitored and a frequency with which said usage data is to be reported to said server component.

7. (Previously Presented) The system of claim 6 wherein said profile management component allows for definition of a set of users of said client device to be monitored in accordance with said monitoring profile.

8. (Original) The system of claim 1 wherein said client component includes a client monitoring agent for collecting said usage data in accordance with said monitoring profile and for providing said usage data to said server component, said client component further including a client service for requesting said monitoring profile from said server component and for starting said client monitoring agent upon receipt of said monitoring profile from said server component.

9. (Currently amended) A system for monitoring computer usage comprising:
a plurality of client components installed on a corresponding plurality of client computers, each said client component including a profile builder to generate a monitoring profile using a profile database said client computers being operative to monitor usage of one of said client computers in accordance with a monitoring profile and to generate corresponding usage data during usage of said client computer; and

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a server component, installed on a server computer in communication with said plurality of client computers, ~~for providing said monitoring profiles to said client components and for~~ receiving said usage data from each of said client components during usage of said client computer, the server component constructing an in-memory model of said usage of said client computer while the usage continues, the server component further storing said usage data in a relational data store;

wherein each said monitoring profile includes information specifying which application programs, and which features of said application programs, installed on a corresponding one of said client computers are to be monitored.

10. (Original) The system of claim 9 further including a data management component disposed to store said monitoring profiles and to store said usage data provided to said server component from each of said client components.

11. (Cancelled)

12. (Previously Presented) The system of claim 10 further including a profile management component for creating each of said monitoring profiles such that each of said monitoring profile includes a plurality of application profiles, each of said application profiles associated with one of said application programs.

13. (Original) The system of claim 9 further including a profile management component for creating each of said monitoring profiles and for specifying which of said monitoring profiles will be applicable to usage of said client computers by particular users.

14. (Currently amended) A method for monitoring computer usage comprising the steps of
generating monitoring profiles for one or more client computers;
using the monitoring profile, monitoring usage of each of a plurality of client computers of the one or more client computers, during usage of said client computer, in accordance with an

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associated monitoring profile, wherein each said monitoring profile includes information specifying which application programs, and which features of said application programs, installed on a corresponding one of said computers are to be monitored;

generating usage data based on said monitoring and providing said usage data to a server computer; and

transmitting said monitoring profiles to said client components from said server computer; and

constructing an in-memory model of said usage of said client computer while usage continues, and storing said usage data in a relational data store for processing to produce usage reports substantially in real-time with said usage.

15. (Original) The method of claim 14 further including the step of storing said monitoring profiles remote from said client computers, and the step of storing said usage data provided to said server component from each of said client computers.

16. (Cancelled)

17. (Previously Presented) The method of claim 14 further including the step of creating each of said monitoring profiles such that each of said monitoring profiles includes a plurality of application profiles, each of said application profiles being associated with one of said associated application programs.

18. (Original) The method of claim 14 further including the step of associating each user of one or more of said client computers with one of said monitoring profiles.

19. (Cancelled)

20. (Previously Presented) The method of claim 14 further including the step of monitoring usage statistics for specified features of said application programs via predefined application programming interfaces of said application programs.

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21. (Currently amended) A method for monitoring user interaction with an application executing on a client device, said application being downloaded to said client device from a remote location, said method comprising the steps of:

- embedding a reference to a collection agent within said application;
- resolving said reference and installing said collection agent on said client device;
- generating a monitoring profile for the client device using a profile database at the remote location;

during usage of said client device, monitoring usage of said client device in accordance with the monitoring profile and generating corresponding usage data, wherein said monitoring profile includes information specifying which application programs, and which features of said application programs, installed on said client device are to be monitored; and

transmitting, from a monitoring location, said monitoring profile to said collection agent and, during usage of said client device, receiving said usage data at said monitoring location;

using the received usage data, constructing an in-memory model of said usage of said client device while usage continues;

storing said usage data in a relational data store; and

processing to produce usage reports substantially in real-time with said usage.

22. (Withdrawn) A method for restricting computer usage comprising the steps of

- generating a monitoring profile which identifies prohibited usage of a client computer;
- transmitting said monitoring profile to said client computer from a server computer;
- and disabling, in accordance with said monitoring profile, at least certain functionality of an application program executing on said client computer.

23. (Currently amended) A method for providing assistance to a user of an application program executing on a client computer, said method comprising the steps of:

- using a profile database, generating a monitoring profile which is associated with the user, the application program or both;

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during usage of said application on said client computer, monitoring user interaction with said application program in accordance with the associated monitoring profile, wherein said monitoring profile includes information specifying which application programs, and which features of said application program, installed on said client computer are to be monitored; generating usage data based upon said monitoring; and
during usage of said application on said client computer, recommending to said user further interaction with said application on the basis of said usage data.

24. (Original) The method of claim 23 further including the step of automatically performing operations to effect said further interaction.

25-28. (Cancelled)

29. (Previously Presented) The system of claim 1 wherein said client component includes means for monitoring usage statistics for specified features of said application programs via predefined application programming interfaces of said application programs.

30. (Currently amended) A method for monitoring user interaction with an application executing on a client device, said application being downloaded to said client device from a remote location, said method comprising the steps of:

determining if secure protocol is used for communication between the client device and the remote location;
embedding a reference to a collection agent within said application;
if secure protocol is used, adjusting the collection agent to use secure protocol, otherwise using unsecure protocol;
resolving said reference and installing said collection agent on said client device;
during usage of said client device, monitoring usage of said client device in accordance with a monitoring profile and generating corresponding usage data, wherein said monitoring profile includes information specifying which application programs, and which features of said application programs, installed on said client device are to be monitored; and

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using either secure protocol or unsecure protocol as appropriate, transmitting, during usage of said client device, from a monitoring location, said monitoring profile to said collection agent; and

during usage of said client device, receiving said usage data at said monitoring location;
using the received usage data, constructing an in-memory model of said usage of said client device while usage continues;

storing said usage data in a relational data store;

processing the usage to produce usage reports substantially in real-time with said usage.